



How to Keep Your Balance: Idaho Fiscal Employer Agent Policies and Procedures Manual

www.selfdirection.idaho.gov

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Consumer Directed Community Supports Option



IDAHO DEPARTMENT OF
HEALTH & WELFARE

How to Keep Your Balance

Table of Contents

| | |
|--|-----------|
| Introduction: Meet Acumen, Idaho's Fiscal Employer Agent | 1 |
| What is an FEA? | 1 |
| What Does the FEA Do? | 1 |
| What Doesn't the FEA Do? | 2 |
| Why is the FEA Necessary? | 2 |
| How Does the FEA Process Work? | 3 |
| Chapter One: Getting Started..... | 4 |
| Policy..... | 4 |
| <i>Acumen Values</i> | 4 |
| Procedures..... | 4 |
| <i>How to Contact the FEA</i> | 4 |
| <i>Internal Controls</i> | 5 |
| Chapter Two: The Enrollment Packet..... | 6 |
| Policy..... | 6 |
| Procedures..... | 6 |
| <i>Distributing the Enrollment Packets and Training</i> | 6 |
| <i>Tracking Enrollment</i> | 7 |
| <i>Employer Forms</i> | 7 |
| <i>Employee</i> | 9 |
| <i>Changes to Addresses, Phone Numbers, and Exemptions</i> | 9 |
| <i>Communication Standards</i> | 9 |
| <i>Alternate Formats</i> | 10 |
| <i>Internal Controls</i> | 10 |
| Chapter Three: The Support and Spending Plan | 11 |
| Policy..... | 11 |
| Procedures..... | 11 |
| <i>Support and Spending Plan</i> | 11 |
| <i>Questions</i> | 11 |
| <i>Updates and Changes</i> | 11 |
| <i>Internal Controls</i> | 12 |
| Chapter Four: Processing Payments | 13 |
| Policy..... | 13 |
| <i>Payroll</i> | 13 |
| Procedures for Payroll..... | 13 |
| <i>Timesheets</i> | 13 |
| <i>Withholdings</i> | 14 |
| <i>Payment Methods</i> | 15 |
| <i>Printing and Distributing Checks</i> | 15 |
| <i>Late Payroll</i> | 15 |
| Procedures for Non-Payroll or Vendor Payments..... | 15 |
| <i>Vendor and Independent Contractor Payment Processing</i> | 15 |
| <i>Issuing Manual (Out of Cycle) Checks, Voiding Checks, and</i> | 16 |
| <i>Re-issuing Checks</i> | 16 |
| <i>Internal Controls</i> | 17 |
| Chapter Five: Acumen Security Measures | 18 |
| Policy..... | 18 |

| | |
|--|-----------|
| <i>Information Systems: Protection and Redundancy</i> | 18 |
| <i>Servers</i> | 18 |
| <i>Backup of Data</i> | 18 |
| <i>Multiple Locations</i> | 18 |
| <i>Procedures</i> | 19 |
| Chapter Six: Staffing and Organization | 20 |
| Policy | 20 |
| <i>Organization and Staffing</i> | 20 |
| Procedures | 20 |
| <i>What Happens if an Acumen Employee Leaves?</i> | 20 |
| <i>Staff Turnover and Training</i> | 21 |
| Chapter Seven: Workers' Compensation Insurance | 23 |
| Policy | 23 |
| <i>What is Available?</i> | 23 |
| Procedures | 23 |
| Chapter Eight: Reports | 25 |
| Policy | 25 |
| <i>Why the Reports are Necessary</i> | 25 |
| Procedure | 25 |
| <i>What is Reported</i> | 25 |
| <i>Changing Reports or Format</i> | 29 |
| <i>Maintaining Confidentiality of Protected Health Information</i> | 30 |
| <i>Internal Controls</i> | 30 |
| <i>Management of Participants' Budget Funds</i> | 30 |
| Chapter Nine: Management of Records | 31 |
| Policy | 31 |
| <i>Keeping Records</i> | 31 |
| <i>What Information is Recorded</i> | 31 |
| <i>Updating the Files</i> | 31 |
| Procedure | 32 |
| <i>Security and Confidentiality</i> | 32 |
| <i>Archived Records</i> | 32 |
| <i>Internal Controls</i> | 32 |
| Chapter Ten: Complaints to the FEA | 34 |
| Policy | 34 |
| Procedure | 34 |
| <i>The Complaint Process</i> | 34 |
| Chapter Eleven: Billing | 35 |
| Policy | 35 |
| Procedure | 35 |
| <i>Billing Procedures</i> | 35 |
| <i>Internal Controls</i> | 35 |
| Chapter Twelve: Quality Management | 36 |
| Policy | 36 |
| <i>Who is in Charge of Quality Management?</i> | 36 |
| <i>How Often Does Quality Management Take Place?</i> | 36 |
| Procedure | 37 |
| <i>How Quality Management is Assured</i> | 37 |
| <i>Internal Controls</i> | 37 |

| | |
|---|-----------|
| <i>Quality Assurance Reporting to Medicaid.....</i> | <i>38</i> |
| Glossary of Acronyms, Definitions, and Technical Terms | 39 |
| Appendices | 44 |
| <i>Appendix A: Procedure for Handling a Verbal Complaint.....</i> | <i>45</i> |
| <i>Appendix B: Procedure for Handling a Written Complaint.....</i> | <i>46</i> |
| <i>Appendix C: Verbal Complaint Documentation Form.....</i> | <i>47</i> |
| <i>Appendix D: Acumen Organizational Chart.....</i> | <i>48</i> |
| <i>Appendix E: Acumen Satisfaction Survey</i> | <i>49</i> |
| <i>Appendix F: Employee versus Independent Contractor</i> | <i>50</i> |

Introduction: Meet Acumen, Idaho's Fiscal Employer Agent



Acumen's Mission Statement

"Empowering people as employers,
to have freedom of choice
by providing exemplary
fiscal agent support"

Acumen is one of the country's leading fiscal employer agents (FEA) and has been providing services to individuals with disabilities for over ten years. Acumen helps thousands of individuals, guardians, and caregivers across the nation take charge of their supports and services, including Idaho. To learn more about Acumen, visit **www.acumenfiscalagent.com**, or for questions call (877) 853-3717.

What is an FEA?

An FEA is recognized by the Internal Revenue Service as a business that can provide fiscal management services. Acumen provides these services on behalf of individuals with disabilities.

In Idaho, Acumen provides services to adult Medicaid participants who want to self-direct their budgets in the Developmental Disabilities Services waiver program.

What Does the FEA Do?

As the FEA, Acumen has many roles in providing fiscal management services for participants in the Self-Direction program. These include:

- Helping participants enroll with the FEA to become participant employers and directly manage their Medicaid budget.
- Providing all the forms participants need to become a participant employer.
- Making sure the money in the participant employer's budget is used and accounted for according to the approved *Support and Spending Plan* and *Employment Agreements*.
- Providing reports to the participant employer and to Medicaid regarding budget expenditures for each participant employer.

- Providing monthly expenditure reports to the participant employer and the regional care manager. These reports track the services and goods that are paid for out of the participant employer's Medicaid budget every month.
- Processing payment for all the services and goods the participant employer receives through the self-direction option.
- Processing state and federal tax payments for the participant and the participant employer's employees.
- Handling complaints and issues related to payroll and purchasing.
- Establishing each new participant employer with the Internal Revenue Service and the Idaho Department of Commerce and Labor's unemployment services.
- Arranging for payment, as requested, into a workers' compensation insurance policy.
- Group face-to-face training for new participant employers and their employees when there are at least five new participant employers present.
- Training by telephone for new participant employers.
- Accounting tasks such as payroll processing, vendor payments, and employer withholding fees and taxes.
- Tracking the results of the criminal history background checks on community service workers.
- Ensuring that employees are not on the Medicaid exclusion list.
- Reporting any suspected misuse of the program including fiscal abuse, fraud, and poor performance to the appropriate Idaho Department of Health and Welfare (IDHW) staff.
- Providing supporting documentation upon request, and working cooperatively in investigations related to the FEA services provided.
- Addressing, resolving, and documenting any discrepancies or questions related to a participant employer's budget or ongoing reporting of FEA activity.

These roles will be explained further in the following chapters.

What Doesn't the FEA Do?

- The FEA doesn't determine who is eligible for the program.
- The FEA doesn't decide on the budget.
- The FEA doesn't decide what services someone has or gets.

Why is the FEA Necessary?

Under the self-direction option, participants become participant employers and direct their own services and supports. In order to make the self-direction option more viable, Medicaid has contracted Acumen to provide the FEA services on behalf of participant employers. This takes the pressure off the participant employer and enables them to concentrate on getting the supports they need

from the sources they choose. Participant employers in the consumer-directed developmental disabilities waiver option are required to use the FEA to ensure accurate and timely accounting procedures and practices.

How Does the FEA Process Work?

Step One: Approval

Before Acumen becomes involved, the participant and the developmental disabilities care manager meet to determine eligibility and funding. If the participant decides to use the self-direction option, the participant must attend training provided by the state.

Step Two: Paperwork

Once participants complete the required training and become participant employers, they must complete an Acumen FEA enrollment packet, get the *Support and Spending Plan* authorized by the regional care manager, and hire community support workers. All the community support workers, including the support broker, must also complete enrollment forms for the FEA.

Participant employers and their community support workers can get enrollment packets from the regional care manager or directly from Acumen.

Participant employers and community support workers will receive an employer or employee identification number from Acumen when their enrollment forms are correctly completed.

The participant employer must have an authorized *Support and Spending Plan* before receiving any other service from Acumen. In addition, none of the community support workers can be paid until the participant employer submits the complete and signed employment agreements. Acumen **can't** pay out any money until it receives the authorized plan from the regional care manager and the signed employment agreements. Community support workers and vendors can't be paid until the participant employer has an *employer* identification number and community support workers have an *employee* identification number.

Step Three: Payments

Acumen is ready to make payments for approved services that are provided to the participant employer. There are two different types of payments: Payroll (employee) and non-payroll (vendor). All payments follow the same schedule. The payment schedule is part of the enrollment packet.

Chapter One: Getting Started

Policy



Acumen's Mission Regarding Customer Service

To ensure customer satisfaction by communicating with the customer and each other to provide accurate information so issues can be addressed and participant employers can better understand Acumen as their fiscal employer agent. Acumen's goal is to return any contact within one business day.

Acumen Values

- Customer Satisfaction.
- Teamwork – to provide all possible solutions.
- Listening to the entire issue to guarantee a positive outcome.
- Accurate and concise information.
- Positive and professional communication.
- Prompt and courteous resolution to issues.
- A positive and rewarding work environment.
- Every caller can speak with a person.
- Building relationships with customers by allowing them to be heard.

Procedures

How to Contact the FEA

Acumen provides toll-free services Monday through Friday from 8:00 a.m. to 5:00 p.m. mountain time. These services are not available on state and federal holidays. Electronic voice mail is available twenty-four hours a day. Acumen also maintains an external Web site with additional contact information and answers to frequently asked questions.

Acumen, Inc.
4542 E. Inverness Ave.
Suite 210
Mesa, AZ 85206

Toll Free: (877) 853-3717
TTY: (888) 835-0010
Fax: (800) 854-4037

Web site:
www.acumenfiscalagent.com

Email:
customerservice@acumen.net

Internal Controls

Acumen tracks call response times for each toll-free number. Reports can be produced to include specific data on the number of calls, the length of a call, and whether a call was answered by voice mail, by a staff member, or by some other means.

Acumen's AFA III software enables representatives to write notes in the participant module. This helps Acumen track present and past communications.

Acumen's call center software is equipped with an emergency battery backup providing ample opportunity to advise callers of current status should there be a power failure or other unplanned outage.

Chapter Two: The Enrollment Packet

Policy

Acumen provides start-up enrollment packets to participant employers in the self-direction option. The enrollment packet includes:

- Employment forms for participant employers and employees.
- Forms that allow Acumen to act as a payroll master for the participant employer and to pay the participant employer's employees.
- All employee tax forms.
- All the necessary employment agreements and waivers.
- Acumen keeps all enrollment forms complete, up-to-date, and accurate.

Acumen keeps at least twenty enrollment packets on-hand and forwards the packets within two business days of a request.

Acumen will provide all enrollment forms within two business days, should there be an unexpected delay in providing the actual enrollment packet.

All enrollment forms received by Acumen will be processed within two business days.

Procedures

Distributing the Enrollment Packets and Training

How do participant employers get a packet?

Participant employers can get a packet:

- By asking the regional care manager, once they complete orientation and guide training.
- By contacting Acumen directly by phone, once they complete training.
- By attending training with a care manager or an Acumen representative.

Who helps the participant employer fill out the Acumen paperwork?

Participant employers can complete the paperwork themselves using the sample forms and instructions provided in the packet. Participant employers can also call Acumen and speak directly with a customer service representative to get help completing the paperwork.

Acumen provides group training (town hall style) to groups of five or more participant employers in a given area. Participant employers can contact their care manager for group training schedules. Care managers coordinate with Acumen and attendance records are kept for all group trainings.

Incomplete or incorrect paperwork will result in a delay in getting started.

What happens if a participant employer needs more forms?

Participant employers and care managers can always make copies of the forms and keep a supply on hand or can download them from Acumen's Web site. They can email or call Acumen customer service and Acumen will mail the requested forms within one business day.

Tracking Enrollment

Completed paperwork received by Acumen is dispersed to the Idaho specific processing team for review to ensure that state requirements are met. The Idaho team uses a checklist to ensure all paperwork is completed correctly. The information is then put into the automated system as "pending".

If a complete and correct enrollment packet is unexpectedly delayed, Acumen will contact anyone who is negatively impacted by the delay. Enrollment packets are processed on a first-come first-served basis.

If discrepancies are noted, the participant employer is contacted within twenty-four hours to resolve the issue. If the participant employer is unavailable after three phone attempts, the incorrect form is returned by mail with the problem description attached in writing, and a request for correction.

After all issues are resolved, the payroll team changes the automated status to "active" and sends the paper documents to the Imaging department to be scanned and stored electronically.

Employer Forms

The enrollment packet contains all of the required forms for a participant to become a participant employer. Acumen provides training about the enrollment process.

Acumen Procedures

All new employer forms (*Internal Revenue Service (IRS) Forms 2678, 8821, Medicaid Provider Agreement, and Idaho State Tax Commission (STC) Form TC00110*) are audited for completeness. Any incomplete employer paperwork

will be given to customer service so they can contact the participant employer to get the missing information.

- Using the Acumen Authorization Form, a Federal Employer Identification Number (FEIN) is obtained through the IRS Web site by filling out a *Form SS4* on the participant employer's behalf. Once the FEIN is obtained, it is placed on *Form 2678*. *Form 2678*, the Authorization, and *Form SS4* are copied and mailed to the IRS.
- The *Form 8821*, once submitted, will be renewed annually, as appropriate.
- The IRS will typically send a confirmation letter seven to fifteen days from the filing date. Acumen will compare the confirmation letter to original paperwork and send it to the Imaging department to be stored.
- *Idaho State Tax Commission Form TC00110* will be completed and filed with the ISTC within five business days of receipt and before payroll is processed. An entry will be made in the payroll/payment software confirming this step is complete.
- Acumen will file all state and federal taxes on behalf of all participant employers in accordance with all state and federal laws governing such action and detailed on the IRS Web site at **www.irs.gov** and on the state of Idaho's Web site at **<https://www.accessidaho.org/secure/istc/filing/withholding.html>**.
- All participant employer paperwork will be forwarded to the Imaging department to be stored and will be maintained in the participant employer's file.

Un-enrolling

Every month IDHW will give Acumen a list of all participant employers who have un-enrolled from the Self-Direction Program.

Within one business day after receiving the information, Acumen will change a participant employer's status to "inactive" in the payroll/payment software program and payroll activity will stop.

Retiring an FEIN

If a participant employer wants to retire an FEIN, this will be indicated in the payroll system. A letter will be sent to the regional services office within five business days requesting that the FEIN be retired, and a confirmation notice be sent. When Acumen receives the confirmation notice, it will be scanned into optical storage along with the original request and any other related information.

Revoking an FEIN

If the participant employer wants to revoke *IRS Form 2678*, a copy of the form with the word "REVOKE" in capital letters across it will be mailed to the

appropriate IRS office. Copies of the revocation form and subsequent IRS communications will be forwarded to the Imaging department to be stored.

If the participant employer wants to revoke an executed *IRS Form 8821*, a copy of this form with the word “REVOKE” in capital letters across it will be mailed to the appropriate IRS office. Copies of the revocation form and subsequent IRS communications will be forwarded to the Imaging department to be stored.

If the participant employer wants to revoke executed *Idaho Form 00110*, a new form will be completed with the participant information as the attorney-in-fact and forward it to the Idaho State Tax Commission Office. A copy of the new form will be forwarded to the Imaging department to be stored.

Employee

The enrollment packet contains all of the required forms for an individual to become an employee, including background check forms and applicable waivers. Acumen provides training about the enrollment process.

Once an employee's information is successfully loaded into Acumen's payroll/payment system, a unique identification number is assigned for use on the timesheets. Timesheets with the employee's name and identification number will be sent to the participant employer.

Changes to Addresses, Phone Numbers, and Exemptions

If Acumen receives participant employer or employee forms that are already in the payroll/payment system, the forms are compared with the originals and any necessary changes are made and sent to the Imaging department.

Communication Standards

All formal information will be communicated:

- With the philosophy of self-direction in order to communicate effectively with diverse populations.
- In a culturally sensitive manner.
- In the appropriate language.
- Written at a fifth grade or lower reading level, as appropriate.
- In an appropriate alternate format, as needed (large print, Braille, etc.).
- Without reference to any other customer by name or identifying information.
- Accurately, without exaggeration or plagiarism.
- With IDHW's approval, as appropriate.

- As requested, verbal communication will take place with the help of our contracted interpreter service using conference call technology or with a TDD service. When in person, communication will take place with an American Sign Language interpreter, as appropriate.

Alternate Formats

Acumen documents will be supplied in Braille, large print, and in languages other than English, as needed.

Acumen works with local colleges, universities, or other state agencies to provide American Sign Language services. Acumen can also use local hospital subcontractors, as necessary.

Internal Controls

If all the required forms are not entered, Acumen's payroll/payment software system will not allow any payments to be generated. This includes all federal forms and Idaho specific forms. The payroll/payment software identifies the status of all employees and participant employers in the system. Payroll activity can only happen on those identified as "active".

Acumen provides an on-site visual demonstration of its payroll/payment software.

Chapter Three: The Support and Spending Plan

Policy

Acumen will provide Fiscal Employer Agent (FEA) services within the parameters of the participant employer's authorized *Support and Spending Plan* and employment agreements.

In short, the FEA makes sure that:

- The money in the budget is used according to the *Support and Spending Plan* and the employment agreements.
- Employees and vendors get paid according to the *Support and Spending Plan*.
- All required taxes are paid.
- Participant employers don't spend more than is in their budget according to the plan and employment agreements. If this happens, Acumen will absorb the cost.

Procedures

Support and Spending Plan

Medicaid provides Acumen with the approved *Support and Spending Plan* or a budget that details the approved services and related allocation. When Acumen receives the *Support and Spending Plan*, the payroll staff loads the budget into Acumen's payroll/payment software system. A checklist is used to ensure the budget is loaded properly. No payments are made on behalf of a participant employer before Acumen receives and enters the approved budget. Acumen ensures that the employment agreements are supported by the *Support and Spending Plan*.

Acumen's payroll/payment software is specifically designed to manage individualized budgets in relation to approved services.

Questions

Acumen contacts Medicaid with any questions regarding an individual budget within two business days after receiving it, or if an error is discovered.

Updates and Changes

All changes to a participant employer's *Support and Spending Plan* will be sent to Acumen in writing.

Internal Controls

- Acumen's AFA III software is designed so that payments only occur for an approved service and within the budget allocation. The system does not allow unapproved services to be entered.
- Acumen's AFA III software also provides the structure and sequencing to ensure the participant set up module is accurate and reflects the participant employer's *Support and Spending Plan*.
- Acumen will ensure that there are employment agreements that support the timesheets.
- The FEA makes sure all timesheet entries are complete and accurate before processing payment. Payments are only made to employees with approved timesheets.
- The FEA will prepare and distribute payroll at least twice a month in accordance with the Idaho payday schedule.
- Acumen's AFA III software system does not allow payments to be generated if all of the required forms are not entered. This includes all federal forms and Idaho specific forms.
- Acumen provides an on-site visual demonstration of its AFA III software, which illustrates additional internal controls.
- The AFA II software identifies the status of all employees and participant employers in the system. Payroll activity can only happen on those identified as "active".

Chapter Four: Processing Payments



Policy

Payroll

Payroll is a payment made to an employee on behalf of the participant employer, according to the participant employer's *Support and Spending Plan*. All payroll processed by Acumen will comply with all federal, state, and local code and law. In order to process payroll for an employee, all enrollment forms must be completed no later than the day before the end of the pay period.

Acumen will not process any payroll for:

- A participant employer without an approved *Support and Spending Plan*.
- A participant employer who has not completed the enrollment process.
- An employee who has not completed the enrollment process.
- Any request that exceeds the approved budget.
- Any request for a service that is not approved in the *Support and Spending Plan*.
- Any timesheet not supported by an Employment Agreement.

If Acumen receives an unapproved request for payment or a request that exceeds the spending allotment, an Acumen customer service agent will contact the participant employer or care manager to inform them of the circumstance. If the Idaho Department of Health and Welfare (IDHW) increases authorizations in order to pay an employee, or if the participant employer authorizes time to be paid under another budgeted service, the approver must write to Acumen and state that a timesheet or authorization limit can be changed and what the new limit should be.

Procedures for Payroll

Timesheets

Timesheets are used to document any services provided and are submitted in order to pay employees. Refer to the start-up enrollment packet for a timesheet, timesheet instructions, and a payroll schedule.

Acumen accepts timesheets up to the designated payroll period cut off. Timesheets can be submitted to Acumen by:

- US post or equivalent delivery service
- E-mail
- Fax
- In-person delivery
- Web site entry

Review – Acumen reviews each time sheet for completeness. Hours worked must have accompanying service codes. Participant employers must have completed the other required information located on the timesheet and signed it. Refer to the timesheet and timesheet instructions for approved service codes.

Web site entry – Participant employers and employees will be instructed on how to enter the time worked on the Web site. Participant employers must approve all hours entered regardless of whether the participant employer or employee did the entry. Only approved codes will be available on the Web site.

Data Entry – Acumen enters all scheduled timesheet hours for the designated pay periods into AFA III proprietary payroll software.

Late and Incomplete Timesheets – Any timesheets received after the scheduled deadline will be processed with the next payroll. A copy of the payroll schedule is included in the start-up packet. Any timesheets received without a signature, or that cannot be read, will be returned to the participant employer to correct.

Withholdings

Payroll withholdings will be handled as stated by law pertaining to withholding requirements for the Federal Insurance Contributions Act (FICA), the Federal Unemployment Tax Act (FUTA), and the State Unemployment Tax Act (SUTA).

Involuntary deductions such as garnishments, liens, or levies are entered according to each document's instruction.

Certain family employees are exempt from FICA, FUTA, and SUTA. These include the participant employer's spouse, parent, children under the age of 21, and any employee under the age of 18. The enrollment packet includes a form that asks for the relationship of the employee to the participant employer. Any wages already paid remain subject to taxes because they have already been remitted to the Internal Revenue Service.

Payment Methods

There are three ways for employees to receive their pay:

- Pay card
- Paper check
- Direct deposit

The enrollment packet contains a *Pay Selection Agreement* form that the employee must complete and submit to Acumen. An Acumen representative will contact any employee who has submitted an incomplete or incorrect selection form. If corrections cannot be made over the phone, the selection form will be returned to the employee.

Printing and Distributing Checks

Payroll checks can be mailed, direct deposited, or loaded to a pay card to ensure employees receive them on the pay date. The pay date is predetermined based on state law and reasonable processing time.

Direct deposits and pay card files are transmitted to the appropriate locations two business days before the pay date.

Paper checks are mailed directly to employees within the number of days recommended by the US Postal Service, in order for them to arrive on the pay date.

Late Payroll

If an entire payroll batch will be late, an Acumen representative will contact each participant employer and the staff concerned to inform them of the delay, explain the delay, and provide a date when they can expect payment. Acumen will also e-mail IDHW to explain why the batch will be late and provide the expected payment date.

Procedures for Non-Payroll or Vendor Payments

Vendor and Independent Contractor Payment Processing

Vendor and Independent Contractor requests are submitted to Acumen by fax or mail using the *Vendor Request for Payment* form. This form can be found in the enrollment packet. Supporting documentation related to the request such as a voided receipt, purchase order, or invoice is required.

Independent contractors are required to complete additional forms such as a W-9 and are also required to fill out a Work Agreement. Participant employers should contact Acumen if they need a W-9 or if they need help determining if a vendor is an independent contractor.

Vendor checks are processed and mailed on the same payment cycle as payroll.

Vendors and independent contractors receive paper checks that are always payable to the vendor or independent contractor.

Issuing Manual (Out of Cycle) Checks, Voiding Checks, and Re-issuing Checks

If Acumen issues a check for the incorrect amount, the check will immediately be voided and reissued for the correct amount. If the employee is underpaid, Acumen will issue a check for the amount still owed, but will not void the original check.

Late Checks

If the check is placed in the mail and the postal service does not deliver it on time, the employee must wait five mailing days after the date written on the check before another check will be issued.

In either case, Acumen will:

- Verify with the bank that the original check has not been cashed and issue a stop payment request with the bank.
- Void the original check in the payroll software.
- Issue a new check.

Replacement Checks

If the check is received by the employee, then lost, stolen, or otherwise unable to be cashed, a new check will be issued for a fee.

Acumen will:

- Verify with the bank that the original check has not been cashed and issue a stop payment request with the bank.
- Void the original check in the payroll software.
- Issue a new check. The new check will have a deduction for the stop payment fee.

Internal Controls

Payroll Entry

The payroll software that is used has been tested for accuracy in tax withholding according to federal and state regulations.

Warnings for dates of service, service codes, duplicate payments, maximum and minimum wage restrictions, and exceeding allocation are built into the software.

All warnings are researched. Processors will not pay unauthorized services or dates. Payments that exceed allocation will not be made.

All demographic and payroll information is checked for accuracy by two processors.

Relationship to the participant employer is reviewed to ensure that the system is correctly tracking employees who should be exempt from FICA, FUTA, and SUTA.

To ensure training, the original processor corrects all errors found.

Printing and Distributing Checks

The processor does not cut checks. Only specific Acumen employees are allowed to cut checks.

Someone other than the processor pressure seals the checks and runs them through the mail machine.

Vendor and Independent Contractor Payment Processing

Acumen will not process a vendor request for payment if:

- It is not approved in the *Support and Spending Plan*.
- It is over the budget amount.
- It does not contain the supporting documentation.

Acumen's AFA III software handles vendor payments using the same checks, balances, and internal controls as payroll processing.

Other Controls

Acumen's AFA III software prevents reimbursement payments from being made directly to the participant employer.

Chapter Five: Acumen Security Measures

Policy



Information Systems:
Protection and Redundancy

Servers

Acumen has large capacity computer servers in two locations.

Acumen has reliable backups in place to ensure data is protected and services continue. To date, Acumen has never missed a payroll, missed a payment cycle, or lost data due to power, telephone, or hardware failure.

Backup of Data

Acumen backs up all systems daily to two separate on-line systems. All systems are backed up in their entirety weekly. Weekly backups are kept off-site in fire resistant storage at a secure location.

Several concurrent backups of recent data are kept to guard against failure. This allows the fastest recovery of “simple” failures while maintaining the security of more traditional backups in the event of more serious failures.

Acumen’s data protection includes:

- Disk and server backups in case of SQL server or software failures.
- Disk network backups in case of server hardware failures.
- Tape backups in case of network failures and attacks.
- Off-site disk and tape backups in case of site damage due to fire and natural disaster. All media are stored in secure, environmentally controlled spaces.
- A product called Live State Recovery that restores a known-working image of disk data back to a server in minutes rather than hours.

Multiple Locations

This multi-site plan removes Acumen’s dependency on a single central office location that is subject to damage or failure due to circumstances beyond Acumen’s control. For example, when a regional postal center in the Northeast

was closed for weeks due to an anthrax concern, Acumen was able to replace the employee checks that were in that office with overnight checks from another processing center.

To increase efficiency, Acumen has multiple office locations throughout the United States. Each office site can print or reproduce documents, as needed.

Disaster Recovery

Acumen has a disaster recovery plan that details the steps needed to reconstruct the business, in the event of a disaster. This includes key staff roles and responsibilities, trade secrets, suppliers, passwords, and banking information.

Due to the nature of this document, an abridged version is available for review only on Acumen premises. This document is kept in at least three off-site locations and can be set into action within hours of any disaster. Key personnel from the Idaho Department of Health and Welfare (IDHW) have read and approved the *Disaster Recovery Plan*.

Procedures

As the Fiscal Employer Agent (FEA), Acumen is required by the Idaho Department of Health and Welfare (IDHW) to perform all agent tasks internally. Acumen may not delegate tasks to a reporting agent or subagent. Acumen is also required to have a toll-free number so IDHW staff, participant employers, and employees can contact the FEA with questions, comments, and complaints.

Acumen's corporate office is located in Mesa, Arizona. To enable participant employees and IDHW staff to reach Acumen's customer service and management staff directly, Acumen has established a toll-free number: (877) 853-3717.

Chapter Six: Staffing and Organization

Policy



Acumen takes pride in its ability to assign staff as needed in order to ensure appropriate coverage. Acumen maintains sufficient levels of staff including supervisory and support staff who have appropriate training, work experience, and expertise to perform all contract requirements on an ongoing basis. Acumen customer service and administrative personnel are completely familiar with the consumer directed services provided under this contract.

Organization and Staffing

The people who comprise Acumen have vast experience in the broad fields of aging and disabilities and are experienced in the complicated and changing world of human services and the governmental regulations that accompany it. Resumes and job descriptions for key Acumen staff involved in service delivery in Idaho are available upon request.

Acumen uses no subcontractors to deliver its Fiscal Employer Agent (FEA) services.

Acumen chooses personnel who are able to bridge the gap between the rigid requirements of payroll services and the flexible adaptation requirements to help people with little experience become participant employers. All of Acumen's staff are involved in ongoing, regularly scheduled training.

Procedures

What Happens if an Acumen Employee Leaves?

All payroll and customer service teams consist of at least two people. This provides redundancy should an employee leave Acumen. Acumen has at least one team lead on duty at all times to help support payroll and customer service staff. This department also consists of a department manager and a department director. Both are responsible for training staff, monitoring issues, and ensuring quality.

Staff Turnover and Training

Acumen's personnel turnover rate is less than ten percent annually. The majority of Acumen staff members have been with the company for more than five years. Acumen's initial staff training and continuing educational program includes information that familiarizes staff with national level aging and disability issues, Medicaid, and specific state waivers. Acumen's policy and procedures manual provides the detail associated with staff training and is available on site for review.

The following key Acumen staff members are assigned to the Idaho program:

Project Manager:

Greg Murphy

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gregm@acumen2.net

Payroll and Vendor Payment Processor:

Erika Mattson

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Payroll Manager:

Peggy Goswick

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Customer Service:

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Catherine Canti

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Yvonne Burns

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Danielle Howell

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Marilyn Bown
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Billing Processor:
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Tax Processor:
Cathy Guy
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cathyg@acumen.net

Accountant/Oversight:
Kathleen Scharr
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IT/Web:
Stacy Johnson
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Quality Assurance:
Peggy Goswick
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Laura Holman
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Greg Murphy
(877) 853-3717 ext. 5793
gregm@acumen2.net

Chapter Seven: Workers' Compensation Insurance

Policy



What is Available?

Workers' compensation insurance is a program that covers medical care for employees who get hurt on the job or because of job duties. The state of Idaho does not require domestic employers to buy this insurance for their employees. If Acumen's participant employers or their employees are interested, the code governing this issue is *Idaho Code § 72-212*.

Though workers' compensation in the state of Idaho is not required, voluntary coverage is available. If the participant employer wishes to provide coverage, Acumen will help establish the policy and will withhold and distribute premium payments, as requested.

Acumen will take money out of the participant employer's budget to pay for workers' compensation insurance, if it is authorized in the *Support and Spending Plan*. For more information about workers' compensation insurance, call the Idaho State Insurance Fund toll-free at (800) 334-2370, or in the Boise area at 332-2100.

Procedures

If a participant employer or employee calls Acumen and requests workers' compensation insurance, the Acumen representative will inform the caller that:

- Workers' compensation insurance is a program that covers medical care for employees who get hurt on the job or because of job duties.
- The state of Idaho does not require domestic employers to buy this insurance for their employees.
- Though a participant employer is not required to provide workers' compensation, if an employee gets hurt while working for the participant employer, they might have to pay for medical costs.
- Acumen will take money out of the participant employer's budget (as a vendor payment) to pay for workers' compensation insurance, if it is authorized in the participant employer's *Support and Spending Plan*. Participant employers should talk to their circle of support about this program and then decide whether to buy insurance or not.

- Copies of the completed *Workers' Compensation Policy* form, signed by the Idaho Industrial Commission with payment information, will serve as the invoice for regular premium deduction and payment generation.
- After the form is entered in the automated system as a vendor payment, it will be sent to the Imaging Department to be stored.

Chapter Eight: Reports

Policy



Acumen generates and distributes allotment balance reports to participant employers anytime there is activity on their account. Additionally Acumen's automated system is programmed to generate a variety of forms and reports based on the needs of the participant employer, the Department of Health and Welfare (IDHW), the internal audit staff, or the quality assurance staff.

Why the Reports are Necessary

Allotment balance reports help participant employers track their expenditures and plan accordingly. Other reports are required by federal and state agencies.

Procedure

What is Reported

Reports to the Federal Government

- Federal tax reporting
 - *Form 940* – An annual report for federal unemployment transactions.
 - *Form 941* – A quarterly report for federal social security and withholding transactions.

Reports to the State Government

State Unemployment Insurance

Acumen will:

- Use *Idaho Commerce and Labor Tax Form 020 - Unemployment Insurance* and *Tax Form 026 - Unemployment Insurance Wage Report* for state unemployment insurance reporting.
- Complete the online registration at <https://labor.idaho.gov>.

- Register participant employers according to the approved instructions for online filing when they have enough wages to be liable – \$1,000 in any quarter of a calendar year. If they have wages of \$1,000 or more in any quarter, they are liable for the entire calendar year. This means reports may have to be prepared for previous quarters.
- Report and pay unemployment electronically by the payment deadlines, which are 30 days after the quarter or year end.
- Receive and process all documents related to the participant employer's unemployment account.

State Withholding Tax

Acumen will:

- Use *Idaho State Taxation Form 956 - Withholding Employer's Annual Reconciliation* and *Form 910 - Withholding Payment Voucher* for state tax reporting.
- Complete the online registration at <https://tax.idaho.gov>.
- Report and pay any withholding tax the state determines is due.
- Receive and process all documents related to the participant employer's withholding account.

Year End Reporting

W-2s and 1099s – Acumen prepares and distributes W-2s for employees and 1099s for independent contractors the participant employer has used.

When appropriate, audited W-2s and 1099s are printed and mailed to each employee before the January 31 deadline.

Any W-2s or 1099s that are returned to the company because of bad addresses will be kept on file after all attempts to locate employees are exhausted.

Federal Insurance Contributions Act (FICA) Over Collection

Procedures for claims for refund or credit of overcollected employee tax are found in *Customer Service IRM 21.7, BMF Adjustments Procedures*.

- After the last December payroll is processed, the *FICA Earning Level* report is generated. Employees who have earned less than \$1,500 from each participant employer in the last year will receive checks for the overcollected FICA before the end of January. When applicable, refunds will also be made to IDHW as a result of overcollected FICA related to the participant employer's portion of the tax burden.

- All participant employers with an affected employee will receive a credit to their budget equal to the amount of the employee's FICA payment.
- By January 31, the payroll tax department will adjust the 941 to include the overpayment credit for the participant employer and the employee.

New Hire reports

In 1996, Congress enacted a law called the *Personal Responsibility and Work Opportunity Reconciliation Act* (PRWORA), as part of welfare reform. This legislation requires employers in all 50 states to report their new hires and re-hires to a state directory. Employers and labor organizations doing business in the state of Idaho must report the following employees:

- **New employees** – All employees who reside or work in the state of Idaho to whom the employer anticipates paying earnings. Employees should be reported even if they work only one day and are terminated before the employer can fulfill the new hire reporting requirement.
- **Re-hires or re-called employees** – All re-hired employees, or employees who return to work after being laid off, furloughed, separated, granted a leave without pay, or terminated from employment. Employers must also report any employee who remains on the payroll during a break in service or gap in pay, and then returns to work (e.g., teachers, substitutes, seasonal workers, etc.).
- **Temporary employees** – Temporary agencies must report any employee they hire to report for an assignment. Employees need to be reported only once. They do not need to be re-reported each time they report to a new employer. They do need to be reported as a re-hire if there is a break in service or gap in wages.

Idaho Commerce and Labor requires all employers to submit their new hire reports no more than 20 days after the employee is hired, re-hired, or returns to work. Acumen will submit these reports electronically at <https://app.jobs.utah.gov>. This site reports to all states.

Name and Social Security Verification

The Social Security Administration (SSA) can request that the name and social security number (SSN) of any employee receiving a W-2 at the end of the year be verified. Employers are encouraged to verify names and social security numbers online.

The Internal Revenue Service's Publication 15 (*Circular E, Employer's Tax Guide*) contains instructions for recording employees' names and SSNs. All new employees are required to show their social security card or other acceptable

form of identification (see I-9, *Employment Eligibility Verification* form). Participant employers can, but are not required to, photocopy the card.

All new employees' SSN, name, date of birth, and gender are reported to the SSA's Social Security Number Verification Service. Any discrepancies will be researched and corrected.

Unclaimed Property

As part of Acumen's bank reconciliation process, outstanding checks are reviewed to see if they are unclaimed property according to the policies given below.

- In accordance with Section 63-105 and 14-539 of the *Idaho Code*, property becomes unclaimed when the holder has not had contact with the owner of the property for a specified period of time. After one year, if there has been no activity by the owner, the property is considered abandoned.
- In accordance with *Idaho's Unclaimed Property Law, Section 14-517*, due diligence letters will be sent to owners no more than 120 days before filing the unclaimed property report.
- As stated in the Idaho Unclaimed property law. "*The report and remittance shall be filed before November 1st of each year as of June 30th next preceding,....*". Acumen will report and remit unclaimed property funds to the State of Idaho by November 1st each year for any unclaimed property dated June 30 or before.

Reports to Medicaid: Content, Frequency, and Distribution

Acumen mails a copy of an *Account Statement* and a *Participant Overview Report* to all participant employers monthly. This report communicates to the participant employer what was paid out in services or vendor payments for that month.

Acumen also posts this statement on a secure external Web site for state viewing. Acumen has assigned the state a user name and password so state employees can access the posted reports.

At Medicaid's request, Acumen will prepare the following six reports and will post them on the external Web site after every payroll, unless otherwise specified.

- **Account Statement** – This report provides an overview, by participant employer, of what services have been accessed and the remaining dollar amount in the budget based on the timeframe specified by the user. This report is the same report that is given to the participant employers anytime there is activity on their account. This report will be posted on the external Web site at least monthly.

- **Reconciliation Report** (also known as the *participant overview*) – This report provides the starting balance, deposits, spending, and ending balance for each participant employer's budget based on the timeframe specified by the user.
- **Medicaid Billing Report** – This report provides a detailed breakdown of when an employee rendered services to a participant employer. For example, one line on this report provides, at minimum, the following information: employee name, employee identification number, date of birth, employer name, employer identification number, hours, period start, period end, pay rate, service date, check number, check date, service code, taxes, and billing amount. This report collects information based on the timeframe specified by the user.
- **Demographic Report** – This report provides general demographic information, including the region and the employee count of each participant employer in the database.
- **Criminal History Check Report** – This report provides a breakdown, by participant employer, of which employees waived the background check and which employees passed the background check. The report also provides the criminal history reference number and the date the check was submitted.
- **Report for Waiver 372** – This report provides the unduplicated recipients and expenditures by service code based on the timeframe specified by the user.

Reports to the Participant Employer: Content, Frequency, and Distribution

The Fiscal Employer Agent (FEA) will provide participant employers with an individual *Account Statement* and *Participant Overview Report* monthly.

Discrepancies in Reporting

- The FEA will investigate and resolve any discrepancy brought to its attention.
- The FEA will document each corrective action taken.

Changing Reports or Format

Acumen, in accordance with the FEA contract, will provide additional reports as outlined in the Request for Proposal and the resulting contract agreement. IDHW is not required to pay for reports generated in the agreed upon format.

Maintaining Confidentiality of Protected Health Information

Acumen complies with the Health Insurance Portability and Accountability Act (HIPAA). Acumen's HIPAA manual has been in effect since 2003 and is available for review at any of its business locations.

Requests For Protected Health Information

- The FEA will notify IDHW within one business day of any requests for Medicaid information. This ensures data is disclosed only through IDHW.
- The FEA will take prudent safeguards to protect unauthorized disclosure of the Medicaid information in its possession.
- The FEA will comply with the Idaho Public Records Act regarding releasable information and ensure IDHW is notified within one business day and obtains approval before the information is released.

Internal Controls

- W-2 files are reconciled every January, before W-2s are printed.
- Electronic W-2 reports are prepared and checked for accuracy before they are released. Corrected files are transmitted to the Social Security system through the online wage reporting system at **www.ssa.gov/employer/bso**.
- Passwords and personal identification numbers are maintained in a secure file and are only used by authorized personnel.

Management of Participants' Budget Funds

- Acumen will send participant employers a monthly financial report.
- Acumen will investigate and help resolve each discrepancy.
- Acumen will document each corrective action taken.

Chapter Nine: Management of Records

Policy



Keeping Records

Acumen uses Laser Fiche imaging software to electronically store all documents and records.

What Information is Recorded

Timesheets can be received electronically using the Right Fax software system. This software automatically scans them into the Laser Fiche imaging software. Timesheets can also be mailed to Acumen.

All payroll processing documents and all documents that pertain to participants, or their employees are scanned in and dated with a destroy date, according to the Internal Revenue Service and state regulations.

After the document is scanned, the original is shredded. The electronic record is accepted by federal and state entities.

As appropriate, the Idaho Department of Health and Welfare can remotely review or audit this system. Logon and password information will be provided.

The main folders contain all paperwork specific to them. Individual subfolders contain all of the employee information from required government paperwork to records of time, allocations, budgets, vendors, or whatever is unique to the individual.

Updating the Files

Payroll documents are received into the imaging software directly from the Right Fax software system. No more than twenty-four hours after receipt, the documents are electronically moved to the proper folders. This on-line information can be viewed by authorized individuals at any time.

Procedure

Security and Confidentiality

Laser Fiche software controls access to the system down to the page level. Once a user logs into a database, Laser Fiche associates this person with a group or groups to provide the second level of security access rights. Within a database, Laser Fiche can monitor the status of documents and folders independently from the actions of users.

Archived Records

Retention dates are set according to state and federal regulations. Every department is responsible for providing this information to the Imaging Department. These dates are then entered into the Laser Fiche folder structure.

At a minimum, record retention follows schedules issued by The Paxton Companies, widely considered an authority in the industry. The underlying database Acumen uses is SQL.

Internal Controls

Acumen Fiscal Agent uses electronic imaging for all documents. Imaging servers are maintained in a secure environment with power conditioned spaces and are only accessible to personnel with appropriate security clearances.

Access to files is controlled through a user network account. Only certain employees are granted access to pertinent areas of the imaging system.

All servers store the data on RAID arrays that allow at least one, and often more, hard drives to fail without loss of data. The RAID controllers have battery backups to maintain in-transit data, in the event power loss interrupts disk writes.

Several concurrent backups of recent data are kept to guard against failure. This allows the fastest recovery of simple failures while maintaining the security of more traditional backups, in the event of more serious failures. These backups include:

- Disk and server backups to guard against SQL server or software failures.
- Off-site disk and tape backups in case of site damage due to fire and natural disaster. All media is stored in secured, environmentally controlled spaces.
- Disk network backups in case of server hardware failures.
- Tape backups in case of network failures and attacks.
- A product called Live State Recovery that restores a known-working image of disk data back to a server in minutes rather than hours.

Chapter Ten: Complaints to the FEA

Policy



A complaint is defined as a verbal or written expression of dissatisfaction.

Acumen related complaints will be handled as follows:

- An Acumen representative will attempt to call and respond to verbal complaints within one business day of receipt.
- An Acumen representative will respond to written complaints (in writing) within five business days.

Procedure

The Complaint Process

Medicaid Activity

Non-Acumen related complaints will be referred to one of the following numbers, as appropriate:

- Adult Protection (for reports of abuse, neglect, and exploitation): (800) 859-0321.
 - Care Management (for program related services): (866) 702-5212.
- Note:** This information is also contained in the enrollment packet.

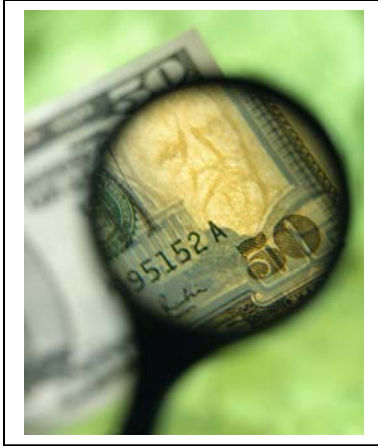
Acumen Activity:

- See Appendix A for Acumen's verbal complaint procedure.
- See Appendix B for Acumen's written complaint procedure.

Acumen will contact Medicaid using the secure Web site specifically designed for the state of Idaho (according to state instructions) to report any complaints received and describe how they were resolved. Acumen will review complaints and resolutions with staff for training purposes.

Chapter Eleven: Billing

Policy



After payroll is processed, Acumen bills Idaho Medicaid for reimbursement of payroll, payroll taxes, and any vendor payments made to participant employers. Each month Acumen will bill every enrolled member separately for administrative fees.

Procedure

Billing Procedures

After payroll entries are completed, Acumen will use the Provider Electronic Solutions (PES) software to prepare an invoice that includes payroll fund details and tax liabilities . All invoices will have supporting documentation available upon request. Submissions of invoices for payment will be sent no later than three days after payroll is issued.

All invoices will be audited for discrepancies. Any discrepancies will be corrected or reimbursed to IDHW within 30 days, and corrected or credited on the next payroll voucher.

Internal Controls

Acumen's AFA III software provides securities so that billing personnel can read the payroll modules within the software but cannot change data.

Billing files are generated only after a payroll batch has been locked in Acumen's AFA III software by a payroll representative. The billing and payroll files are reconciled by Acumen's general ledger department regularly. Any discrepancies between payroll and billing are investigated and resolved.

To prevent billing for unauthorized services, Acumen's AFA III software will not allow payroll to be processed for a participant employer until all required forms are entered into the system, including the participant employer's *Support and Spending Plan* or budget. .

To illustrate additional internal controls, Acumen provides an on-site visual demonstration of its AFA III software.

Chapter Twelve: Quality Management

Policy



Quality is inherent in all aspects of Acumen's operations and infrastructure including the staff training, the proprietary AFA III software, the internal code of ethics, and the ongoing commitment to consumer directed services. Acumen strives to provide exemplary fiscal employer agent services at a reasonable price in tune with industry standards and recent

developments in the field of consumer directed services. Acumen uses the latest technology to constantly improve efficiencies and redundancies while maintaining a strong emphasis on customer service and satisfaction.

Who is in Charge of Quality Management?

Acumen's Quality Assurance Managers:

Peggy Goswick
(877) 853-3717 ext. 5764
peggyg@acumen2.net

Laura Holman
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Amber Jones
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amberj@acumen2.net

Greg Murphy
(877) 853-3717 ext. 5793
gregm@acumen2.net

How Often Does Quality Management Take Place?

Quality management takes place from the moment start-up paperwork is received through payroll and vendor payment processing and year end reporting.

There are checks and balances along the way to ensure that Acumen is delivering accurate information. Examples of this include:

- Internal controls that are integrated into Acumen's AFA III software (described throughout this manual).
- Systems to ensure records are retained and backed up.
- Customer Satisfaction Surveys that are sent to participant employers annually.

Procedure

How Quality Management is Assured

New hires are evaluated after a 90-day probationary period, to ensure they are meeting Acumen's highest standards. Acumen does annual staff evaluations, which include an employee development plan.

Participant Surveys

Acumen will work cooperatively with the Idaho Department of Health and Welfare (IDHW) to develop meaningful and measurable feedback. Participant employer satisfaction surveys are sent by mail. This allows participant employers to complete the survey when it's convenient for them. Participant employers can mail or fax their completed surveys to Acumen. Instructions for returning the surveys are on the survey document.

Satisfaction surveys are mailed under the direction of the quality assurance manager. Surveys can be completed over the telephone by customer service representatives. Acumen mails surveys for each contract on an annual basis. Intermittent surveys are done as needed, or when deemed necessary based on feedback. Survey results are reviewed with appropriate state personnel and stored electronically.

Acumen will provide special services for participant employers and members of their circle of support who do not speak English, are unable to read, or are hearing or visually impaired. Medicaid regional care managers will notify Acumen about any special needs regarding communication with a participant employer.

Internal Controls

Acumen will work cooperatively with the appropriate IDHW staff to take any corrective measures to address any issues or concerns.

Quality Assurance Reporting to Medicaid

Acumen will provide Medicaid with a report that is a compilation of Acumen's Customer Service Log, Complaint Log and Resolution, and the results of the regular *Participant Survey*.

Glossary of Acronyms, Definitions, and Technical Terms

Acumen Fiscal Agent (AFA III): Acumen's proprietary software system that is used for all FEA services including internal controls to monitor accuracy and compliance to all state, federal, and contractual obligations and applicable laws.

Criminal History Check: A support broker must comply with *IDAPA 16.05.06: Rules Governing Mandatory Criminal History Checks*.

Community Support Worker: An individual or agency selected and paid by the participant employer to provide services.

Consumer Directed Community Supports: An option under the Developmental Disabilities waiver that allows participant employers to choose and manage their own supports. This option is administered by the Idaho Department of Health and Welfare, Division of Medicaid.

Disaster Recovery Plan: A recovery plan for restoring software, master files, and hardware backup, if management information systems are disabled; and for continuing participant employer payroll and invoice payment services.

Employee: A person who has entered into the employment of, or who provides a service for a participant employer. A participant employer usually has the right to control how, when, and where an employee performs their duties.

Employer: Someone who hires others to work for them in a business, trade, or occupation.

Employment Eligibility Verification (UCSIS-9) Form: The UCSIS requires all employers to verify the identity and work eligibility of U.S. citizens or aliens authorized to work in the United States. This is also known as the I-9 form.

Employment Taxes: All employers are required to withhold certain taxes from employee wages, including:

- Federal Income Tax
- Social Security and Medicare Taxes (FICA)
- Federal Unemployment Taxes (FUTA)

Enrollment Packet: A packet for the participant employers' employees or direct hired workers. The packet contains all the required information about the FEA, an employment application, all federal and state forms and instructions, and all Medicaid agreements and informed consent documents, as required by the Idaho

Department of Health and Welfare in order to enroll employees in the fiscal employer agent's payroll system (Employment Application, Employment Eligibility Verification, *IRS form W-4*, *USCIS Form I-9*, *state Form W-4* and *IRS Notice 7973*).

Federal Employer Identification Number (FEIN): All businesses (except sole proprietorships that have no employees and do not make tax-exempt purchases) must obtain a federal employer identification number, also called a tax identification number. This number is used when a business files its tax returns. The business's banker or corporations the business performs work for, might require an FEIN, even if the business is a sole proprietorship. The business must give them the FEIN number if they are required to include it on their tax returns. For more information, see *Internal Revenue Service form SS-4, Application for Employer Identification Number* and *Publication 1635, Understanding Your EIN*. Idaho does not issue a state employer identification number. Your federal number is sufficient for all business purposes in Idaho.

Federal Unemployment Tax Act (FUTA): The federal unemployment tax is part of the federal and state program that pays unemployment compensation to workers who lose their jobs. Only the employer pays FUTA tax. No funds are withheld from an employee's pay. Payments are made using *IRS Form 940* or *940-EZ, Employer's Annual Federal Unemployment Tax Return*. These taxes are used to administer the Unemployment Insurance and Employment Services Programs in the state of Idaho.

Federal Insurance Contributions Act: A term used to denote both the Social Security and Medicare taxes taken out of earned income. FICA taxes are reported for employees on *IRS form 941*. *Form 941* is filed quarterly. For self-employed individuals, FICA tax and self-employment tax are synonymous. For more information visit www.socialsecurity.gov.

Fiscal Employer Agent (FEA): The term that the IRS uses to designate an entity operating under *Section 3504 of the IRS code*, *Revenue Procedure 70-6* and *Notice 2003-70* as the agent to participant employers for the purpose of filing certain federal tax forms and paying federal income tax withholding, FICA and FUTA taxes. The FEA also files state income tax withholding, files unemployment insurance tax forms, pays the associated taxes, processes payroll, and processes and pays invoices for goods and services. The FEA is authorized to act as the agent on the participant employer's behalf through the execution of an *IRS Form 2678: Appointment of Agent* and an *IRS Form 8821, Tax Information Authorization*.

Fiscal Management Services (FMS): Services provided by a fiscal employer agent.

Health Insurance Portability and Accountability Act (HIPAA): Title II of HIPAA requires standardization of patient health including administrative and financial data; unique health identifiers for individuals, employers, health plans, and health care providers; and security standards protecting the confidentiality and integrity of individually identifiable health information.

Idaho Center for Disabilities Evaluation (ICDE): The designated contractor used by the Department of Health and Welfare to determine eligibility for adult developmental disabilities services.

Idaho Income Tax Withholding: If an employee does work in Idaho, Idaho income tax must be withheld (with some exceptions). The withholding tables and formulas provided to employers by the Idaho State Tax Commission reflect the approximate tax liability of each employee.

Imaging: The process of scanning paperwork so that it is filed and kept electronically.

Independent Assessor: An independent assessor determines a participant's eligibility for developmental disabilities services in accordance with *Section 66-402, Idaho Code*, and for ICF/MR level of care for waiver services in accordance with *IDAPA 16.03.10, "Rules Governing the Medical Enhanced Plan Benefits," Sections 322 through 328. (2006)*. Only participants who are eligible for ICF/MR level of care for waiver services can participate in the Self-Direction Community Services option.

Independent Contractor: A person who provides a service with a specified result for a specified amount of money. Except for the end result, independent contractors are not under the control of the person receiving their services. See Appendix F.

Individual Support Plan (ISP): This refers to the plan that is developed by participants in the traditional Developmental Disabilities Waiver program.

Intermediate Care Facility for the Mentally Retarded (ICF/MR): This refers to both a specific type of institution and an amount of payment for a specific level of care.

Internal Revenue Service (IRS): Division of the US Department of the Treasury that is responsible for the collection of taxes and enforcement of tax laws.

Laserfiche: LaserFiche is the software Acumen uses to scan and store all documents.

Medicaid Management Information System (MMIS): The Idaho Department of Health and Welfare's eligibility, enrollment, and claim payment information system.

My Voice, My Choice: The participant workbook for the Self-Direction program.

Participant: An individual with disabilities who qualifies for the intermediate care facility for the mentally retarded level of care and chooses the self-direction option.

Participant Employer: The person receiving the services in the Self-Direction program who may hire others to work for them.

Participant Enrollment Packet: A package of forms produced and distributed by the fiscal employer agent that enrolls the participant as the participant employer. It contains information about the agent's services and operations; federal and state forms the participant must complete, sign, and return to the agent for processing; and other applicable consent and agreement forms that are required by the Idaho Department of Health and Welfare.

Participant Experience Survey (PES): Questions that are used to monitor and discuss a participant's experiences in order to determine the participant's ability to self-direct services.

Prior Authorization: The act of authorizing specific services or activities before they are rendered or occur.

Regional Medicaid Services (RMS): Medicaid services are available in each of the seven Department of Health and Welfare regional offices, located throughout Idaho.

The Self-Directed Community Supports: Also known as the Consumer Directed Community Supports option.

Self-Direction: The program option that offers participant-directed services to participants who meet the criteria for the intermediate care facility for the mentally retarded (ICF/MR) waiver level of care for developmental disabilities services.

Support and Spending Plan: The tool used to calculate the participant's expenses for each support and service.

Support Broker (SB): An individual who advocates on behalf of the participant and who is hired by the participant to provide support broker services. The support broker must meet the Idaho Department of Health and Welfare's certification requirements and complete required agreements with the participant, the Department of Health and Welfare, and the fiscal employer agent.

State Unemployment Taxes (SUTA): Unemployment insurance is paid by employers. It provides cash benefits for workers who are unemployed through no fault of their own and who are able to work, available for work, and who are actively seeking work. Eligibility to receive these benefits is set by law. Unemployment insurance benefits are funded through an employer tax that is collected by the Labor Division of Idaho Commerce and Labor and placed in a trust fund. Unemployed workers, or workers whose hours have been reduced to less than full-time, can apply for unemployment insurance benefits.

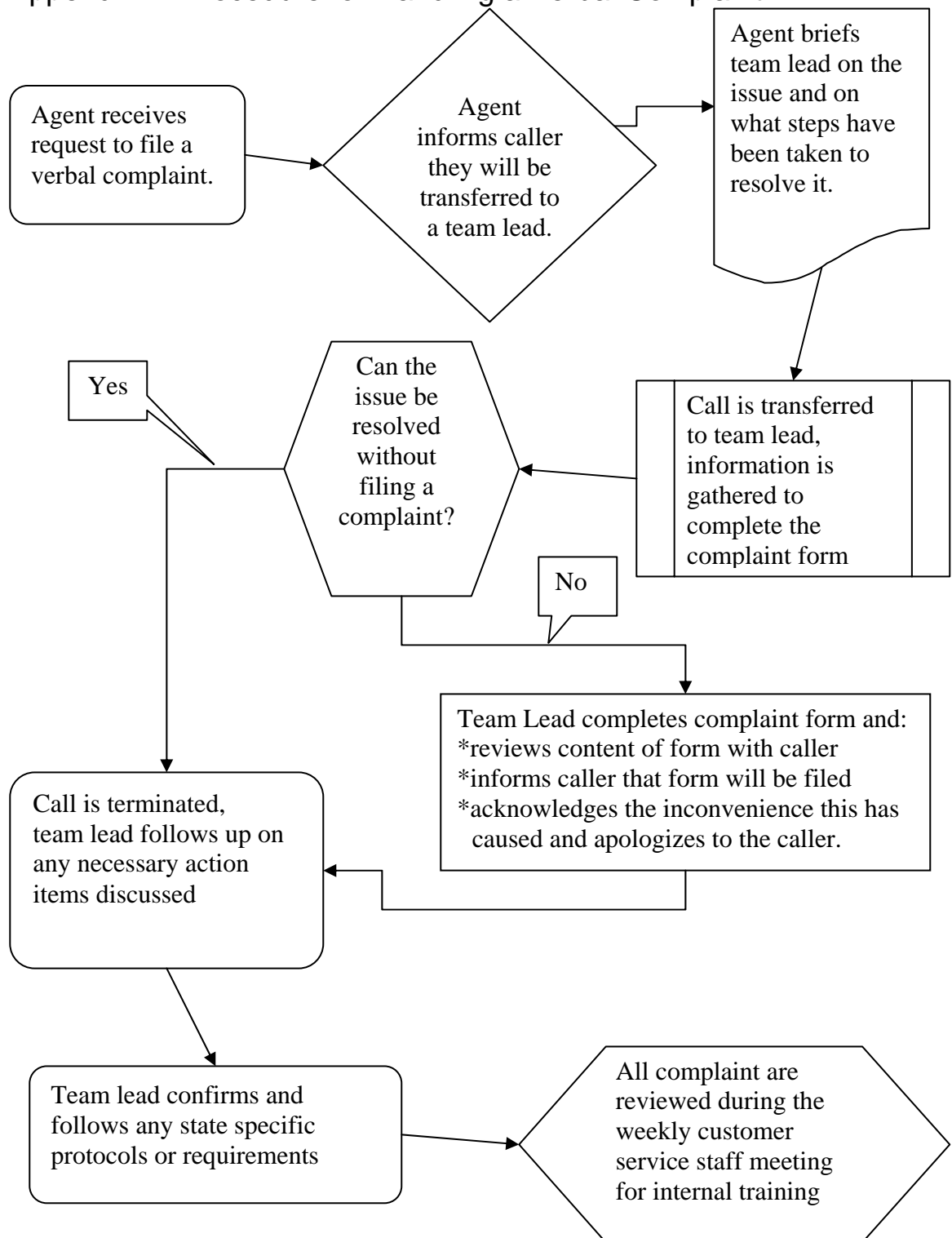
Vendor: An entity that is not an employee but is providing services or goods that are approved in the Individual Support Plan. Payroll taxes are not withheld for vendors (i.e., Wal-Mart is a vendor). Payments to vendors are called non-payroll.

Workers' Compensation Insurance: A no-fault insurance policy that must be obtained by employers in order to cover their employees in case of a job-related injury or illness.

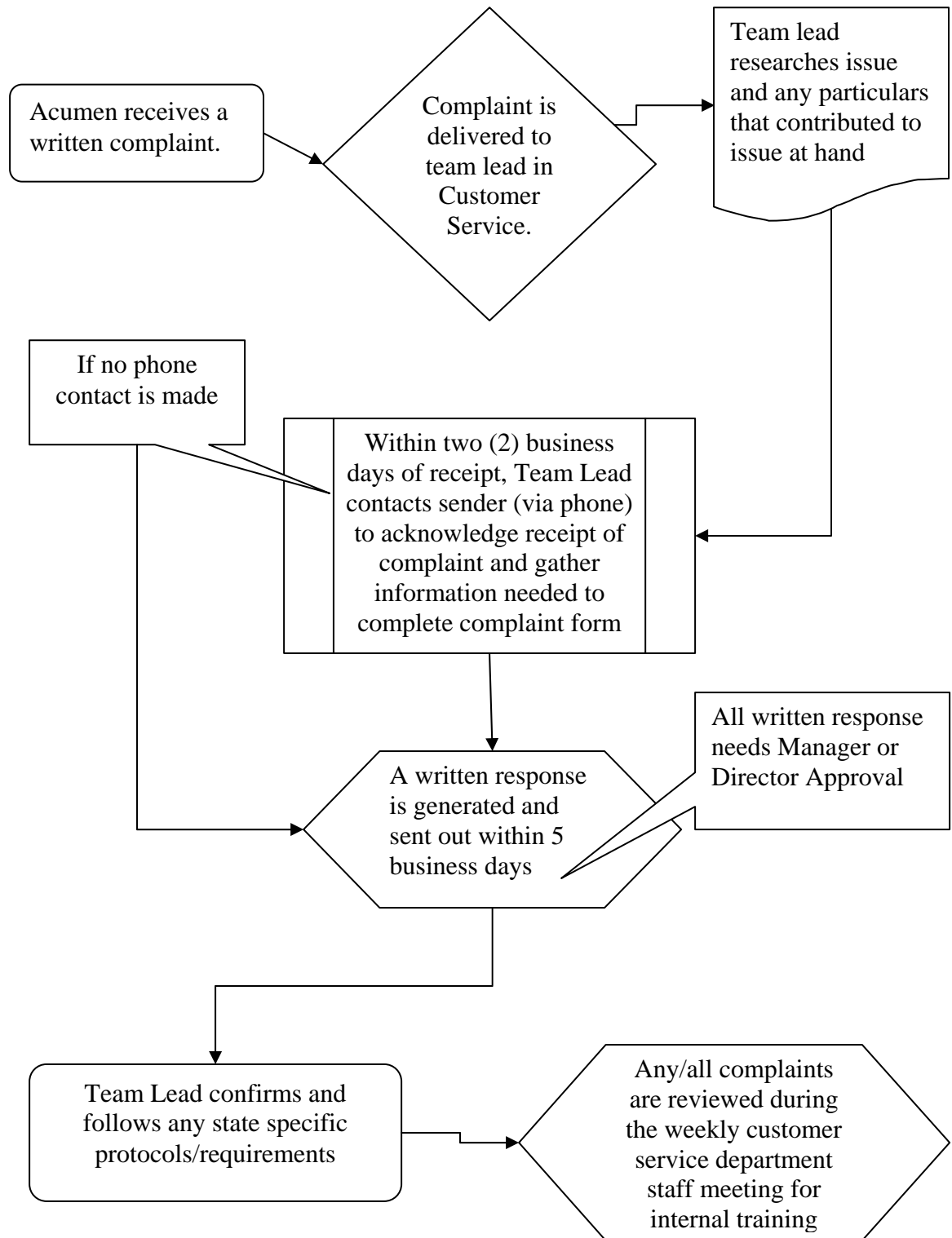
Appendices

- Appendix A: Procedure for Handling a Verbal Complaint
- Appendix B: Procedure for Handling a Written Complaint
- Appendix C: Verbal Complaint Documentation Form
- Appendix D: Acumen Organizational Chart
- Appendix E: Acumen Satisfaction Survey
- Appendix F: Employee vs. Independent Contractor

Appendix A: Procedure for Handling a Verbal Complaint



Appendix B: Procedure for Handling a Written Complaint



Appendix C: Verbal Complaint Documentation Form

Date:

State:

Time:

Name of person filing complaint:

Address:

Phone:

Alternate Phone:

Name of Client:

Relationship to Client:

Nature of complaint: names, dates, etc:

Acumen Action(s) in attempt to resolve issue:

Outcome:

Are there any state specific requirements/protocols that need to be followed?

☐

Yes

☐

No

What state specific requirements/protocols were taken and when?

What further action is needed?

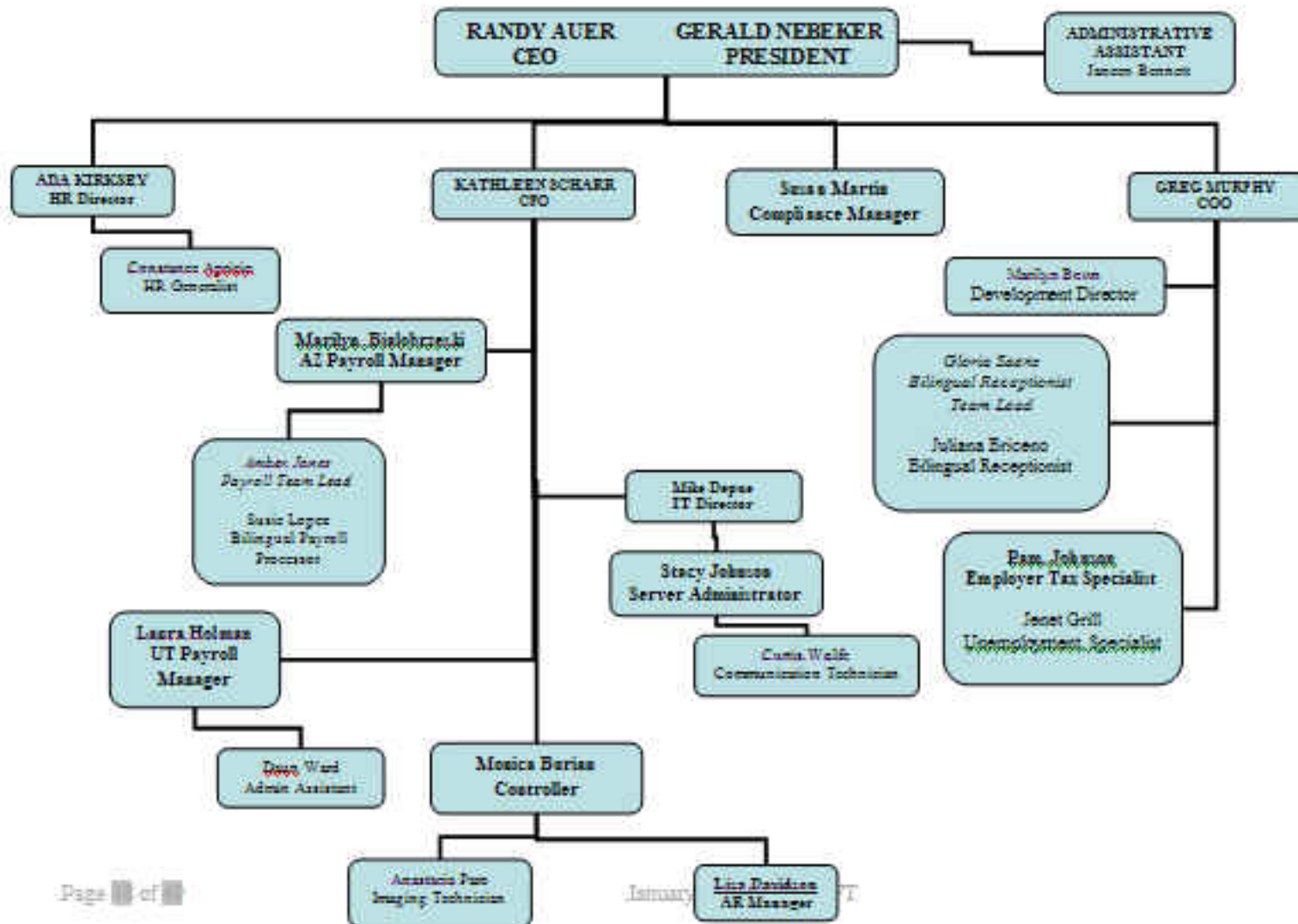
This form filed in the Client file by:

Date:

Name of Acumen Staff completing this form:

Date:

Appendix D: Acumen Organizational Chart



Appendix E: Acumen Satisfaction Survey

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Customer Satisfaction Survey

Acumen Fiscal Agent values your opinion. Your complete satisfaction is our primary concern, and we would greatly appreciate it if you would take some time to fill out the following questionnaire. Completed questionnaires received within one week will be automatically entered into our Grand Prize Drawing (For details visit us on the web at www.acumenfiscalagent.com). Please remember to complete this form in **BLACK INK** only. Thank you!

Personal Information

First Name _____ Initial _____ Last Name _____
eMail Address _____
Address _____
City _____ State _____ Zip _____ Phone _____

Please mark the response that most closely reflects your opinion.

Shade circles like this: ●

1. Overall, I am satisfied with Acumen Fiscal Agent.....
2. Overall, I am satisfied with my Customer Service Representative.....
3. It is easy to contact Acumen Fiscal Agent by phone.....
4. It is easy to use the website to get information.....
5. I will use the website to enter payroll when available.....
6. My employee paychecks arrive in a timely manner.....
7. I received all the startup information I needed.....
8. I am satisfied with the quality of the staff I have hired.....

| Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Don't Know / Not Applicable |
|----------------|-------|----------------------------|----------|-------------------|-----------------------------|
| ● | ○ | ○ | ○ | ○ | ○ |
| ● | ○ | ○ | ○ | ○ | ○ |
| ● | ○ | ○ | ○ | ○ | ○ |
| ● | ○ | ○ | ○ | ○ | ○ |
| ● | ○ | ○ | ○ | ○ | ○ |
| ● | ○ | ○ | ○ | ○ | ○ |
| ● | ○ | ○ | ○ | ○ | ○ |
| ● | ○ | ○ | ○ | ○ | ○ |

9. I have replaced one or more of my staff within the last 12 months ○ 1 ○ 2 ○ 3 ○ 4 ○ More than 4
10. Would you like Acumen to contact you to discuss your answers? ○ Yes ○ No

PLEASE FAX WITHOUT COVER SHEET TOLL FREE TO:

1.888.550.8686

ACUMEN FISCAL AGENT
4542 E. INVERNESS AVE.
MESA, AZ 85206
PHONE 1.888.221.7014
WWW.ACUMENFISCALAGENT.COM

Appendix F: Employee versus Independent Contractor

For more information on how to determine whether someone providing services is an independent contractor or an employee, see *IRS Publication 15, Circular E, Employer's Tax Guide* and *Publication 15-a, Employer's Supplemental Tax Guide*."

Or, call your local Internal Revenue Service office as listed in the phone book.

These are the things to take into consideration:

Training that the employer gives to the worker.

- Employee: An employee may receive training in how to perform their job.
- Independent Contractor: A contractor provides a service that they already know how to do. They do not require training from the employer.

Instructions that the business gives to the worker.

- Employee: An employee is generally subject to the employer's instructions about when, where and how to work. The employer retains the right to control the details of a worker's performance.
- Independent Contractor: Within the contract agreement, the contractor sets their own hours and decides how to do the work.

The extent to which the worker has unreimbursed business expenses.

- Employee: An employee is usually paid back for any expenses that are a result of their job as part of their employment agreement.
- Independent Contractor: A contractor usually pays their own business expenses, although the expenses can be included in their agreement to do a specific job.

The extent of the worker's investment.

- Employee: An employee does not usually invest their own money in a service they are performing.
- Independent Contractor: A contractor may or may not invest their own money in a job. A contractor may or may not realize a profit or loss on a job.

How the business pays the worker.

- Employee: An employee is paid for a specific time period such as by the hour, day or week.
- Independent Contractor: A contractor is usually paid by the job and is often paid when the job is finished. The job has a beginning and an end.

The permanency of the relationship.

- Employee: If a worker is engaged with the expectation that they will work for an indefinite period of time rather than for a specific project or period, that is usually considered to be an employer-employee agreement.

Whether or not the business provides the worker with employee-type benefits, such as insurance.

- Employee: An employee may have benefits such as insurance.
- Independent Contractor: A contractor pays for their own insurance coverage and does not get paid leave.